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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
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| 10/010,462 | 11/08/2001 | Catherine Jo Fitch | 10007751-1 | 7844 |

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HEWLETT-PACKARD COMPANY
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EXAMINER

MILIA, MARK R

ART UNIT PAPER NUMBER

2625

DATE MAILED: 05/31/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

| | | | |
|------------------------------|--------------------------------------|--|--|
| Office Action Summary | Application No. 10/010,462 | Applicant(s) FITCH, CATHERINE JO | |
| | Examiner Mark R. Milia | Art Unit 2625 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 01 May 2006.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-20 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-20 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 5/1/06 has been entered.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-3 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith in view of U.S. Patent No. 7013410 to Asauchi.

Regarding claim 1, Smith discloses a computer system of networked computer (s) and printer(s), a help apparatus for printers, the help apparatus comprising: a) a printer (see Fig. 1 and column 4 lines 26-34), b) a supplemental audio/video control

device conformed to display audio/visual information concerning the functioning of said printer connected to said printer at said printer (see Figs. 1 and 2, column 3 lines 35-46, column 4 lines 42-51 and 61-67, and column 8 lines 4-60), and c) a response module configured to automatically receive audio/video printer information in response to user initiated technical support queries, information configured to be displayed on the display in direct proximity with the printer via a network connected to the supplemental audio/video control device in response to a user initiated query regarding printer troubleshooting problems (see Fig. 2 and column 8 lines 4-60).

Smith does not disclose expressly a response module configured to automatically and asynchronously receive up-to-date audio/video printer information.

Asauchi discloses a response module configured to automatically and asynchronously receive up-to-date audio/video printer information (see Figs. 1, 5, 7, 10, 14, and 27, column 4 lines 64-67, column 5 lines 22-24 and 53-57, column 8 lines 20-28, column 8 line 44-column 9 line 57, column 14 lines 33-48, and column 15 lines 1-10, references discloses a system that updates both malfunction diagnosis and repair logs that are used to help a user correct a printer error or failure, therefore in response to a user query of technical support, the information given is up-to-date).

Smith & Asauchi are combinable because they are from the same field of endeavor, supplemental information support for printing machines.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the updating of supplemental printer information via a network as described by Asauchi with the system of Smith. Updating of information is well

Art Unit: 2625

known and commonly used in the art. For example, device drivers that connect to a network and receive updated programs, anti-virus software that is updated with current virus definitions, etc.

The suggestion/motivation for doing so would have been to ensure that current printer information is always provided to a user to aid in the correction of a particular error or problem. This ensures the user will be able to properly correct the fault that has been encountered without the need to have a service technician service the device as this creates unwanted downtime and increased cost.

Therefore, it would have been obvious to combine Asauchi with Smith to obtain the invention as specified in claim 1.

Regarding claim 2, Smith further discloses wherein the element b) is conformed to display prerecorded videos (see column 8 lines 32-45).

Regarding claim 3, Smith further discloses wherein the element b) is conformed to receive dynamic content for display (see column 8 lines 4-31).

Regarding claim 6, Asauchi further discloses at least one computer connected to said printer by a network (see Fig. 1).

Regarding claim 7, Asauchi further discloses wherein said network comprises the Internet network (see Fig. 1).

Regarding claim 8, Asauchi further discloses wherein said network comprises an intranet network (see Fig. 1 and column 4 lines 10-12).

4. Claims 10-12 and 14-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith in view of Takemoto and Asauchi.

Regarding claim 10, Smith discloses d) a supplemental audio/visual control means for displaying audio/visual information concerning the functioning of said at least one printer connected to said at least one printer at said at least one printer (see Figs. 1 and 2, column 3 lines 35-46, column 4 lines 42-51 and 61-67, and column 8 lines 4-60) and e) a response module configured to automatically receive audio/video printer information in response to user initiated technical support queries, information configured to be displayed on the display in direct proximity with the printer via a network connected to the supplemental audio/video control device in response to a user initiated query regarding printer troubleshooting problems (see Fig. 2 and column 8 lines 4-60).

Smith does not disclose expressly a computer system of a plurality of networked computers and at least one distributed printer, a supplemental help apparatus for assisting in the operation of said at least one printer, the apparatus comprising: a) a plurality of computers, b) a network connected to said computers, c) at least one distributed printer connected to said network, and e) a response module configured to automatically and asynchronously receive up-to-date audio/video printer information.

Takemoto discloses a computer system of a plurality of networked computers and at least one distributed printer, a supplemental help apparatus for assisting in the operation of said at least one printer, the apparatus comprising: a) a plurality of computers (see Fig.1 and column 5 lines 14-38), b) a network connected to said

Art Unit: 2625

computers (see Fig. 1, column 5 lines 14-38, and column 6 lines 7-11), c) at least one distributed printer connected to said network (see Fig. 1 and column 5 lines 14-38).

Asauchi discloses a response module configured to automatically and asynchronously receive up-to-date audio/video printer information (see Figs. 1, 5, 7, 10, 14, and 27, column 4 lines 64-67, column 5 lines 22-24 and 53-57, column 8 lines 20-28, column 8 line 44-column 9 line 57, column 14 lines 33-48, and column 15 lines 1-10, references discloses a system that updates both malfunction diagnosis and repair logs that are used to help a user correct a printer error or failure, therefore in response to a user query of technical support, the information given is up-to-date).

Regarding claim 14, Smith discloses a computer system of networked computers and at least one distributed printer, a method of controlling the functioning of the at least one distributed printer, the method comprising the steps of: b) connecting a supplemental audio/visual control means for displaying audio/visual information concerning the functioning of said at least one printer to said at least one printer at said at least one printer (see Figs. 1 and 2, column 3 lines 35-46, column 4 lines 42-51 and 61-67, and column 8 lines 4-60), c) receiving functioning information by said supplemental audio/visual control means from said at least one printer concerning the functioning of said at least one printer (see column 8 lines 4-60), d) providing a user of said at least one printer, by said supplemental audio/visual control means, with a selection of audio/visual information from which to choose in responding to said functioning information (see column 8 lines 13-31), and e) automatically sending via a network connected to the supplemental audio/video control means, printer information

in response to user initiated technical support queries, information configured to be displayed on the display in direct proximity with the printer in response to a user initiated query regarding printer troubleshooting problems (see Fig. 2 and column 8 lines 4-60).

Smith does not disclose expressly a) providing at least one distributed printer and e) automatically and asynchronously sending via a network connected to the supplemental audio/video control means, up-to-date audio/video printer information.

Takemoto discloses a) providing at least one distributed printer (see Fig. 1 and column 5 lines 14-38).

Asauchi discloses automatically and asynchronously sending via a network connected to the supplemental audio/video control means, up-to-date audio/video printer information (see Figs. 1, 5, 7, 10, 14, and 27, column 4 lines 64-67, column 5 lines 22-24 and 53-57, column 8 lines 20-28, column 8 line 44-column 9 line 57, column 14 lines 33-48, and column 15 lines 1-10, references discloses a system that updates both malfunction diagnosis and repair logs that are used to help a user correct a printer error or failure, therefore in response to a user query of technical support, the information given is up-to-date).

Smith, Takemoto, & Asauchi are combinable because they are from the same field of endeavor, detection and display of errors related to a printing process.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the plurality of computers connected to a distributed printer via a network, which is well known and used in the art, as described by Takemoto and the

Art Unit: 2625

updating of supplemental printer information via a network as described by Asauchi with the system of Smith.

The suggestion/motivation for doing so would have been to allow a user, even a low proficiency user, to easily correct printer errors with the help of support information provided by the printer in an environment in which a plurality of users share a printer and to ensure that current printer information is always provided to a user to aid in the correction of a particular error or problem. This ensures the user will be able to properly correct the fault that has been encountered without the need to have a service technician service the device as this creates unwanted downtime and increased cost.

Therefore, it would have been obvious to combine Takemoto and Asauchi with Smith to obtain the invention as specified in claims 10 and 14.

Regarding claim 11, Takemoto further discloses wherein element b) comprises the Internet network (see column 6 lines 7-11).

Regarding claim 12, Takemoto further discloses wherein element c) comprises more than one printer (see column 11 lines 59-61).

Regarding claim 15, Takemoto further discloses connecting said distributed printer to a network (see column 6 lines 7-11).

Regarding claim 16, Takemoto further discloses connecting to the Internet network (see column 6 lines 7-11).

Regarding claim 17, Takemoto further discloses connecting more than one distributed printer to the network (see column 11 line 59-column 12 line 8).

5. Claims 19 and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith in view of Asauchi and Bruno et al.

Regarding claim 19, Smith discloses a system of at least one printer, a computer program product for providing user help in the functioning of said at least one printer, the computer program product comprising: a) instructions for a supplemental audio/visual control, connected to said at least one printer at said at least one printer, such that said supplemental audio/visual control is conformed to display audio/visual information concerning the functioning of said at least one printer (see Figs. 1 and 2, column 3 lines 35-46, column 4 lines 42-51 and 61-67, and column 8 lines 4-60) and b) response instructions to automatically receive audio/video printer information via a network connected to the supplemental audio/video control device in response to user initiated query regarding printer troubleshooting problems and being displayed in direct proximity with the printer (see Fig. 2 and column 8 lines 4-60).

Smith does not disclose expressly b) response instructions to automatically and asynchronously receive up-to-date audio/video printer and c) instructions for allowing a user to automatically initiate a video conference with a troubleshooting technical support center for the printer if a predetermined error condition occurs with the printer.

Asauchi discloses b) response instructions to automatically and asynchronously receive up-to-date audio/video printer (see Figs. 1, 5, 7, 10, 14, and 27, column 4 lines 64-67, column 5 lines 22-24 and 53-57, column 8 lines 20-28, column 8 line 44-column 9 line 57, column 14 lines 33-48, and column 15 lines 1-10, references discloses a

Art Unit: 2625

system that updates both malfunction diagnosis and repair logs that are used to help a user correct a printer error or failure, therefore in response to a user query of technical support, the information given is up-to-date) and instructions for allowing a user to initiate interaction to support personnel of a troubleshooting technical support center for the printer if an error condition occurs with the printer (see column 6 line 10-column 7 line 43).

Bruno discloses an on-demand real-time video conference system (see column 2 lines 14-23 and 55-59).

Smith, Asauchi, & Bruno are combinable because they are from user interaction to acquire needed materials.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the updating of supplemental printer information via a network and the interaction with support personnel, as described by Asauchi, and the on-demand video conferencing, as described by Bruno, with the system of Smith.

The suggestion/motivation for doing so would have been to ensure that current printer information is always provided to a user to aid in the correction of a particular error or problem. This ensures the user will be able to properly correct the fault that has been encountered without the need to have a service technician service the device as this creates unwanted downtime and increased cost.

Therefore, it would have been obvious to combine Asauchi and Bruno with Smith to obtain the invention as specified in claim 19.

Regarding claim 20, Smith further discloses wherein said supplemental audio/video control device is conformed to display prerecorded videos and to receive dynamic content for display (see column 8 lines 4-45). Bruno further discloses wherein said supplemental audio/video control device is conformed to conduct video conferences (see column 2 lines 14-23 and 55-59).

6. Claims 4 and 5 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith and Asauchi as applied to claim 1 above, and further in view of Bruno.

Regarding claim 4, Asauchi discloses allowing a user to initiate interaction to support personnel of a troubleshooting technical support center for the printer if an error condition occurs with the printer (see column 6 line 10-column 7 line 43).

Smith and Asauchi do not disclose expressly wherein element b) is conformed to conduct video conferences.

Bruno discloses video conferencing (see column 2 lines 14-23 and 55-59).

Regarding claim 5, Smith discloses wherein said supplemental audio/video control device is conformed to display prerecorded videos and to receive dynamic content for display (see column 8 lines 4-45).

Smith and Asauchi do not disclose expressly wherein said supplemental audio/video control device is conformed to conduct video conferences.

Bruno discloses wherein said supplemental audio/video control device is conformed to conduct video conferences (see column 2 lines 14-23 and 55-59).

Art Unit: 2625

Smith, Asauchi, & Bruno are combinable because they are from the same problem solving area, user interaction to acquire needed materials.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the use of video conferencing as described by Bruno with the systems of Smith and Asauchi.

The suggestion/motivation for doing so would have been to provide on-demand, real-time interaction to acquire support information relating to a printer.

Therefore, it would have been obvious to combine Bruno with Smith and Asauchi to obtain the invention as specified in claims 4 and 5.

7. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Smith and Asauchi as applied to claim 1 above, and further in view of Takemoto.

Regarding claim 9, Smith and Asauchi do not disclose wherein element a) comprises more than one printer.

Takemoto discloses wherein element a) comprises more than one printer (see column 11 lines 59-61).

Smith, Asauchi, & Takemoto are combinable because they are from the same field of endeavor, detection and display of errors related to a printing process.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the plurality of computers connected to a distributed printer(s) via a network as described by Takemoto and well known in the art with the system of Smith and Asauchi.

The suggestion/motivation for doing so would have been to allow a user, even a low proficiency user, to easily correct printer errors with the help of support information provided by the printer in an environment in which a plurality of users share a printer.

Therefore, it would have been obvious to combine Takemoto with Smith and Asauchi to obtain the invention as specified in claim 9.

8. Claims 13 and 18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith, Takemoto, and Asauchi as applied to claims 10 and 14, above, and further in view of Bruno:

Regarding claims 13 and 18, Smith discloses wherein said supplemental audio/video control device is conformed to display prerecorded videos and to receive dynamic content for display (see column 8 lines 4-45) and Asauchi discloses allowing a user to initiate interaction to support personnel of a troubleshooting technical support center for the printer if an error condition occurs with the printer (see column 6 line 10-column 7 line 43).

Smith, Takemoto, and Asauchi do not disclose expressly wherein said supplemental audio/video control device is conformed to conduct video conferences.

Bruno discloses wherein said supplemental audio/video control device is conformed to conduct video conferences (see column 2 lines 14-23 and 55-59).

Smith, Takemoto, Asauchi, & Bruno are combinable because they are from the same problem solving area, user interaction to acquire needed materials.

At the time of the invention, it would have been obvious to a person of ordinary skill in the art to combine the use of video conferencing as described by Bruno with the systems of Smith, Takemoto, and Asauchi.

The suggestion/motivation for doing so would have been to provide on-demand, real-time interaction to acquire support information relating to a printer.

Therefore, it would have been obvious to combine Bruno with Smith, Takemoto, and Asauchi to obtain the invention as specified in claims 13 and 18.

Conclusion

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. To further show the state of the art refer to the attached Notice of References Cited.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to Mark R. Milia whose telephone number is (571) 272-7408. The examiner can normally be reached M-F 8:00am-4:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Twyler M. Lamb can be reached at (571) 272-7406. The fax number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Mark R. Milia
Examiner
Art Unit 2625

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